



State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
GOVERNOR

DATE: July 23, 2014

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: APL 14-004: Consumer Satisfaction Survey

This All Plan Letter (APL) is effective immediately for the Geographic Managed Care (GMC) and for the Prepaid Health Plan (PHP) contracts. The purpose of this APL is to provide clarification to all contracted Medi-Cal Dental Managed Care (DMC) plans of their contractual responsibilities pursuant to Exhibit A, Attachment 5, Provision J, Consumer Satisfaction Survey of the contract and Welfare and Institutions Code Section 14459.6(a)(2).

The Dental Managed Care (DMC) plans are required to utilize an External Quality Review Organization (EQRO) in the development and execution of the annually required consumer satisfaction survey. The consumer satisfaction survey shall include representative samples of members enrolled in each of the plans in their respective counties and shall be the dental version of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey as used by the Healthy Families Program. The methodology, including the survey questions and sample size, shall be submitted to the Department for review and approval a minimum of 90 days in advance of the deadlines delineated below. The results of the survey are to be compiled and presented to MDSD in a summary report. Consumer satisfaction survey results for GMC dental plans and PHP dental plans shall be submitted by December 31 each year.

If you have questions or concerns regarding this letter, please contact me at ila.zapanta@dhcs.ca.gov or 916-464-0374.

Sincerely,


Ila Zapanta, Chief
Beneficiary Services Unit
Medi-Cal Dental Services Division